

## CUMBERLAND PUBLIC LIBRARY Technology Plan

### A. Mission Statement

The mission of the Cumberland Public Library is to provide each citizen of Cumberland with equal access to information and ideas in varied formats, so that they may seek educational, social and cultural growth, supporting the primary Constitutional right of intellectual freedom. Information technology will be implemented in the library to ensure equal access to information resources for all Cumberland citizens, regardless of age, sex, religious or ethnic background, political affiliation, educational or physical ability or economic status.

### B. Assessment

The library currently has twenty-four OPAC stations offering online access to our catalog, as well as the Internet and access to an online encyclopedia, periodicals index, a business database, and other online services. Eleven of these also have Microsoft Office 2000. Four other OPAC stations offer access to our catalog, but not to the Internet. The children's room has one Macintosh workstation for word processing, and educational games and CD-ROM reference materials. Four of the PC's in the Children's Room are also available for educational games and word processing. Circulation staff have access to four PC's for use in circulation. The reference staff uses three PC's to assist patrons, prepare promotional signs and brochures, update the webpage and to process ILL's. The children's staff has two PC's for access to the online catalog and the Internet, update the webpage and to create signs and display materials. Technical services uses three PC's for cataloging, ordering materials, making covers and inserts, and creating the new book list. Administration and staff use four PC's to process bills, maintain budgets, send letters, and create press releases and promotional materials. The library has Linux file server on a Pentium 233, which allows sharing of documents and printers. An NT

Workstation computer serves as a CD-ROM server, but staff is leaning toward more online databases. The phone system was upgraded in February of 1998 to include automated attendant and voicemail. All data wiring in the library is Category 5. Switches and routers are on a rack in a secured room, with access to patch panels for the 153 hardwired data drops and 28 phone drops. The library currently has three switches, which have the potential to hold 70 computers. The switch is the gateway for the Internet access and to the CLAN database, which was recently upgraded to a partial T-1 line. CLAN traffic still travels on the 56k line. The library will continue to take advantage of discounts and services available through its membership in the CLAN consortium.

#### C. Goals

- To provide free public access to the electronic information resources on the Internet.
- To promote the mission of the library through the strategic use of information technology.
- To offer educational programs and/or assistance to the community on the use of information technology.
- To streamline and make library operations more efficient by use of new technologies.
- To stay abreast of state-of-the-art developments for possible incorporation into the library's system.

#### D. Objectives

By December 2001:

- Acquisitions will become more automated with on-order titles automatically entered into the database.
- Responsibility: Technical Services Librarian.
- Study the feasibility of providing telefacsimile technology for the public.  
Responsibility: Technology Coordinator, in consultation with Library Director.
- Purchase and install a Windows 2000 server and provide training for staff.  
Responsibility: Technology Coordinator.

- Set up individual training sessions for patrons on use of the WebPAC in the library.  
Responsibility: Reference staff
- Create a brochure explaining how to use the library's online catalog, WebPAC.  
Responsibility: Technology Coordinator.
- Send quarterly press releases to the newspapers advertising the library's webpage as well as remote access databases, including WebPAC.  
Responsibility: Technology Coordinator.

By December 2002:

- Set up a wireless mobile computer lab for patron workshops in word processing, operating systems and Internet.  
Responsibility: Technology Coordinator.
- Increase Internet workshops for patrons by 25%.  
Responsibility: Technology coordinator.
- Upgrade one third of the PCs to current standards.  
Responsibility: Technology Coordinator.
- Work with CLAN and consortium pricing to increase speed of Internet access to avoid slowdowns.  
Responsibility: Technology Coordinator
- Visit high school to offer online database training.  
Responsibility: Young Adult Librarian and Technology Coordinator.
- Offer telefacsimile technology to the public.  
Responsibility: Technology Coordinator.

By December 2003:

- Purchase and install a self-checkout station for circulation.  
Responsibility: Circulation Supervisor and Technology Coordinator.
- Maintain LAN, continuously monitoring available new technologies to incorporate into expansion of the system.  
Responsibility: Technology Coordinator.

- Upgrade one third PCs to current standards.

Responsibility: Technology Coordinator.

#### E. Staff Training Plan

- First year: Send staff who provide reference assistance to the public to a minimum of two Internet workshops.

Responsibility: Library Administration.

- First year and ongoing: Review and revise job descriptions to acknowledge need for increasing expertise in the use of technology and to adapt to changes in the library science field and provide training if necessary.

- Responsibility: Individual staff members and their supervisors, with approval of Library Administration.

- Second year: Send assigned staff to LAN and server administration training.

- Responsibility: Library Administration.

- Third year: Send staff who provide reference assistance to the public to a minimum of two advanced Internet workshops.

- Responsibility: Library Administration.

- Fourth year: Send assigned staff to webmaster training.

- Responsibility: Library Administration.

- Plan Evaluation

- The success of the plan will be judged on the ability of the library to meet the objectives and time lines set forth. The plan will be reassessed in July of each year to evaluate progress and modify objectives if necessary.

Approved by the Board of Trustees, October 23, 2001.